

Lodi Vineline and Dial-A-Ride Survey Form

The City of Lodi is conducting a survey that will be used to help improve Dial-A-Ride transit services. You can help us by answering the questions below and returning the form to the envelope as you leave the bus.

All responses are confidential. Thank you!

Mark only one response for each question

1. What time did you board the bus for this ride?
_____ ☐ AM ☐ PM
2. What was your reservation time for this ride?
_____ ☐ AM ☐ PM to _____ ☐ AM ☐ PM
3. About how long ago did you call for this ride?
☐ Today ☐ 1 day in advance
☐ 2 days in advance ☐ 3 days in advance
☐ 4-7 days in advance
☐ More than 7 days in advance
☐ Subscription trip (regularly scheduled trip)
4. What is the main purpose of your trip? (*Check only one.*) If you are going home, what was the main purpose of your trip?
☐ School/College ☐ Work
☐ Shopping ☐ Medical/Dental
☐ Senior Center ☐ Personal Business
☐ Recreation/Social
☐ Other _____
5. Was there a vehicle that you could have used for this trip instead of Dial-A-Ride?
☐ Yes ☐ No
6. If the Dial-A-Ride service was not available, how would you have made this trip?
☐ Walk ☐ Drive ☐ Get ride ☐ Take taxi
☐ Taken Fixed Route bus service
☐ I would not have made this trip
☐ Other _____
7. How often do you use the Dial-A-Ride service?
☐ Daily ☐ 2-4 Days/Month
☐ 2-4 Days/Week ☐ 1 or Less Day/Month
☐ 1 Day/Week ☐ First Time
8. Do you use any of the following other area transit services? (*Mark all that apply*)
☐ Lodi GrapeLine Fixed Route Service
☐ RTD
☐ SCT/Link
9. What is the general location of your home?
Town/Neighborhood _____
Or nearby cross street _____
10. If you only use the Dial-A-Ride service, what is the reason?
☐ I am not aware of the other services
☐ I enjoy using door-to-door service
☐ Disability makes use of fixed route bus difficult
☐ Bus stop is too far from my home
☐ Difficult to take grocery/shopping bags on bus
☐ Other _____
11. What is your age?
☐ 12 or younger ☐ 13-18 ☐ 19-24
☐ 25-61 ☐ 62-74 ☐ 75 or older
12. Do you require the wheelchair lift to board or exit the bus?
☐ Yes ☐ No
13. Do you have a driver's license?
☐ Yes ☐ No
14. Please indicate your opinion of the Dial-A-Ride service from 1 to 5 using the list below (please circle your answer or leave blank if you have no opinion):

| | Poor | | | | Excellent |
|-------------------------------|------|---|---|---|-----------|
| a. System safety | 1 | 2 | 3 | 4 | 5 |
| b. On time performance | 1 | 2 | 3 | 4 | 5 |
| c. Driver courtesy | 1 | 2 | 3 | 4 | 5 |
| d. Travel time | 1 | 2 | 3 | 4 | 5 |
| e. Areas served | 1 | 2 | 3 | 4 | 5 |
| f. Bus cleanliness | 1 | 2 | 3 | 4 | 5 |
| g. Bus comfort | 1 | 2 | 3 | 4 | 5 |
| h. Phone information services | 1 | 2 | 3 | 4 | 5 |
| i. Reservation procedures | 1 | 2 | 3 | 4 | 5 |
| j. Printed materials | 1 | 2 | 3 | 4 | 5 |
| k. Overall? | 1 | 2 | 3 | 4 | 5 |
15. What service or customer improvements would you like to see? (*Mark all that apply*)
☐ Increased service availability – if so, when? _____
☐ Expanded service area – if so, where? _____
☐ Other (please specify) _____
16. Other Comments: _____

Thank you for helping us to improve Lodi VineLine and DAR Service by participating in this survey!

Please return to City of Lodi by June 26, 2013.